
Sheriffs Service Officers Duty Assignments

302.1 PUBLIC SAFETY SERVICE OFFICER

Service Officers will be assigned to a duty station as required by staffing needs. They will remain on duty at the assigned post until relieved. In the case a relief is not necessary ie. Reception, the end of the duty time of the position. Assigned duty stations will be posted in Central Control on a daily basis. All Service Officers will report to their assigned post in a manner conducive to the work environment as follows, but not limited to:

- On time
- In uniform

302.1.1 DUTY STATIONS

- Stats
- Booking
- Reception
- Transportation
- Central Control
- Modular Control Panels

302.1.2 REQUIREMENTS

Each duty station has general and specific responsibilities. General responsibilities are as follows, but not limited to:

302.2 BOOKING

The booking officer's responsibility is to process intakes through the booking procedure, field calls for bail information, maintain inventories of required supplies, maintain and update commit paperwork, communicate with other agencies via telephone and teletype, and booking and transportation information for out of county/state warrants and holds. Booking Officer shall not view (inquiry) or print an intake's criminal history sheet (RAP), until such time the Watch Commander decides the intake will be housing in custody. *(added 6/2/16)*

302.3 CENTRAL CONTROL

Central Control - A control center designed to coordinate, integrate, and monitor all security, safety, and communication systems.

The Central Control officer is responsible for security of the facility with respect to ingress and egress through all external doors and gates of the facility. The Central Control officer shall establish the identification and authorization of all persons entering and leaving the facility before

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Sheriffs Service Officers Duty Assignments

granting any such requests for entrance or exit. Central Control shall insure that all persons entering secured portions of the jail have removed all weapons prior to allowing them access.

Central Control is responsible for issuance and control of keys within the facility, including deputy keys, gun locker keys, vehicle keys, and other miscellaneous keys that are maintained in any of the key boxes in Central. Central Control is responsible for monitoring and verifying the authenticity of all alarms (10-33's), which include smoke detectors, kitchen gate alarm, and court alarms. Central shall, upon request by the Watch Commander or higher authority, initiate calls for emergency services via 911. Central Control is responsible for monitoring the safety of officers, staff, and intakes in the vehicle sally and the search sally, as well as, monitoring all cameras in Central Control for facility safety and security. Central Control is responsible for initiating a router for all intakes into the facility and performing such checks as indicated on the top portion of the router. Central Control will contact (notify) Probation or Parole regarding subjects arrested that are actively on probation or parole. Central shall not view (inquiry) or print an intake's criminal history sheet (RAP). *(added 6/2/16)*

302.4 RECEPTION

Reception is responsible for greeting and assisting professional visitors, public visitors, as well as other agencies, with visitation of inmates currently in custody at the main jail. This is accomplished in accordance with the guidelines established in the section on inmate visitation in this Policy and Procedure Manual. Reception is also responsible for ensuring that all non-exempt persons entering the facility clear the metal detector and that they do not bring contraband or non-allowed items into the secured portion of the jail facility. Reception is responsible for checking the validity of identification and authorization for all persons entering the facility through the front lobby.

Reception is responsible for maintaining permanent records of all visits occurring in the jail.

Reception is responsible for advising the Watch Commander or OIC of any monitored/recorded visits and to inform the affected mod level of the visit. Reception shall log in all professional visitors, including peace officers not in full uniform, and provide them with an ID tag. Reception shall log in and log out all officers in uniform (no ID tag is needed). Reception's professional visitor logs are to be compiled by month and then routed to Administration. Reception shall perform such functions as releasing property; collecting mail for delivery via U.S. mail, and safe storage and retrieval of inmate property into assigned property boxes. When a person turns themselves in on a warrant, the Reception officer will confirm the validity of the warrant with the corresponding issuing agency. After confirming the warrant, the Reception officer will notify booking of the person turning themselves in for arrest.

Reception will receive all incoming mail delivered to the facility by postal employees.

Metal detector clearance will not be required for properly identified sworn peace officers, as defined by Section 830 of the California Penal Code or by comparable Federal law, nor for employees of this facility. Persons unable to pass through the metal detector because of pacemakers, leg pins, or any other non-removable object may gain entry if properly identified and authorized by higher authority. These individuals must be searched by a Correctional Deputy.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Sheriffs Service Officers Duty Assignments

The interview rooms will be controlled by Reception. Anyone desiring to use these rooms will check in and clear through Reception for assignment to the next available room on a first come, first served basis. When a person's assigned use of an interview room has concluded, they will check out with Reception to insure orderly use and flow in the utilization of these areas.

302.5 TRANSPORTATION SERVICE OFFICER: EXTRA HELP (GENERAL)

The Transportation Service Officer shall arrange and coordinate the transportation of inmates to and from other jurisdictions. The Transportation Service Officer will prepare and arrange for the transport of sentenced inmates to state prison upon receipt of a prison packet from Superior Court.

302.6 STATISTICAL OFFICER

The Statistical Service Officer responsibilities are to maintain all required statistical information as it pertains to the function of the Jail and maintain required forms and statistics as required by policy and state or federal law. The Statistical Service Officer also maintains records of all state parole violators who come into custody. The Statistical Officer coordinates with state parole and state prison the transfer of these individuals to the custody of the state prison system, as well as coordinates with state parole all Morrissey hearings held in the Main Jail.

302.7 COMMISSARY SERVICE OFFICER (GENERAL)

The Commissary Service Officer is responsible for the verification, recording, and deposit of inmate commissary monies into the inmate commissary account. The Commissary Service Officer is responsible for the filling of inmate orders for commissary based upon the current commissary schedule and subject to revision when needed. The Commissary Service Officer may be assisted in these duties by one or more inmate commissary workers. In order to fulfill inmate orders for commissary, the Commissary Service Officer shall be responsible for the ordering and maintaining of sufficient inventories of commissary stock. The Commissary Service Officer, under the direction of the Facility Manager, is to update commissary prices on an as needed basis.

302.8 CENTRAL CONTROL/RECEPTION: (GENERAL)

The Watch Commander shall insure that the Central Control/Reception areas are staffed on a 24-hour a day basis by a minimum of one operator. These duty stations will have the responsibility of controlling all facility entry and exit with a duty to insure the following:

- Security
- Safety of staff
- Safety of inmates
- Safety of visitors

Staffing will be by trained Service Officers and/or Correctional Deputies as may be necessary for relief, breaks, security, or operation. Entry to the Central Control/Reception area will be controlled

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Sheriffs Service Officers Duty Assignments

by the operator as authorized by the Watch Commander or higher authority. Tour groups will not be allowed access to the Central Control/Reception security area.

302.8.1 SPECIFIC

Central Control will coordinate security functions, including use of the following:

- Radio
- Intercom
- Sally ports
- Closed circuit monitoring system

Central Control will monitor all functional alarm and related safety systems, computer and closed circuit television monitors. In the event of a failure or unresolvable problem with any of the systems for which Central Control is responsible, the Service Officer or Correctional Deputy will immediately notify the Watch Commander. Closed circuit television monitoring is not used to invade inmate privacy nor as a substitute for staff contact/supervision of inmates. The closed circuit system is to be used by Central Control as a backup safety system for inmates, staff, and others who may be present in the facility. Central Control will be responsible for monitoring the video recorders used to record intake activities in the vehicle sally port and search sally port. (Refer to Appendix B, at the back of this manual) (10/96) It shall be the responsibility of personnel assigned to Central Control to monitor and limit final entry into the facility to only authorized individuals.

Facility Entry Shall be Limited to the Following:

- Uniformed officers of the Shasta County Sheriff's Office and other agencies who possess proper identification.
- Uniformed non-sworn employees wearing Shasta County Sheriff's Office issued I.D. cards or badges.
- Plainclothes officers of the Shasta County Sheriff's Office or sworn officers of other agencies wearing departmental badges or I.D. cards (Badges or cards must be displayed in plain view at all times while within the facility).
- Shasta County facility engineering or support service personnel and jail medical staff wearing a departmental I.D. tag or card.
- Certain authorized professional visitors wearing a Reception or Central Control issued identification tag.
- Certain authorized persons, when escorted by one of the aforementioned, wearing a Reception or Central Control identification tag.
- Those authorized entry by the Watch Commander or higher authority wearing a Reception or Central Control issued identification tag.

Shasta County Sheriff's Office

Shasta County SO Custody Manual

Sheriffs Service Officers Duty Assignments

302.8.2 VIOLATIONS

Violations of any entry requirement and/or policy shall be called to the attention of the Watch Commander for correction. Continued or repeated violations of entry requirements shall be referred by the Watch Commander to the Facility Manager for disposition. Violations of entry requirements may be cause for removal from the facility or suspension/revocation of entry privileges. It shall be the responsibility of all facility personnel to assist in ensuring compliance with these entry requirements.

302.8.3 OFFICER INMATE MOVEMENT

To the greatest extent possible, Central Control will be responsible for officer/inmate movement in the sally port areas and for observing searches in the intake sally port as a safety backup. In the event of a problem with such a search, Central Control will summon assistance as available and notify the Watch Commander.

302.8.4 BOOKING LEVEL/LOBBY (BO8AA) SECURITY DOOR

Central Control shall not open the Booking Level/Lobby security door unless directly authorized by the Watch Commander, Facility Manager, or Division Commander. Opening this door shall require the presence of at least one armed Correctional Deputy in the main jail lobby.